

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-02 18-36-33

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
21	7	14	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

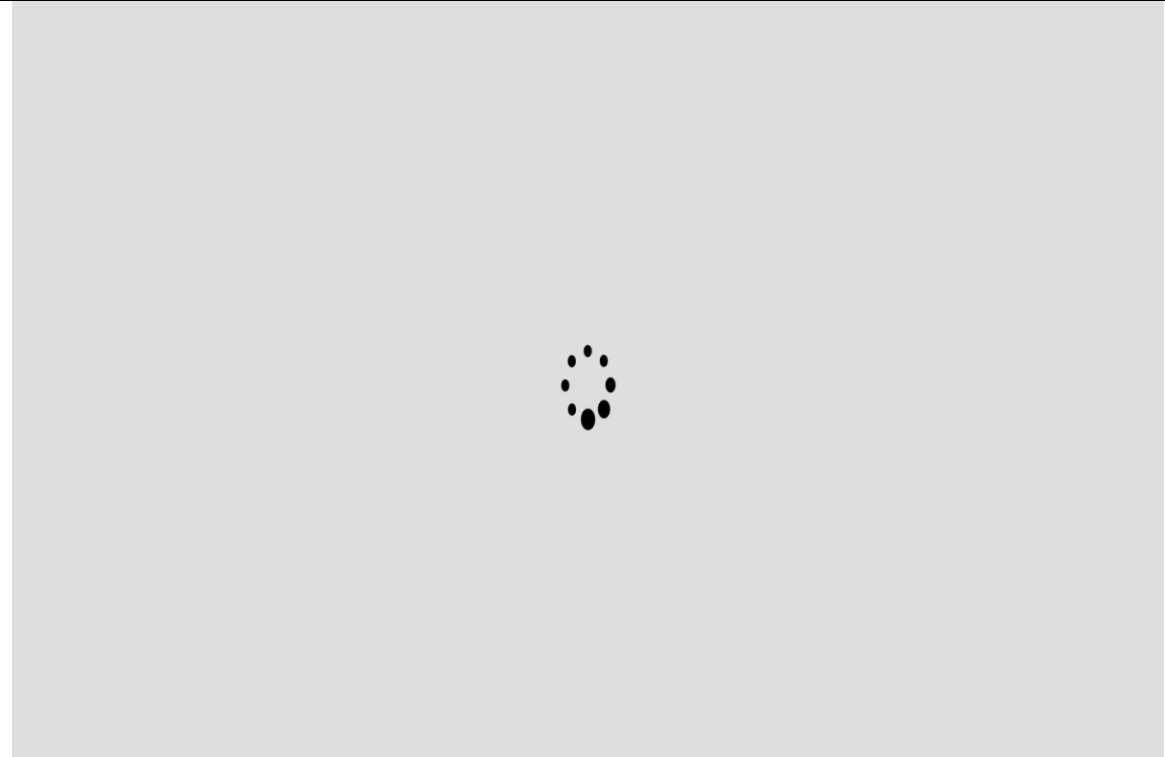
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: null

Status: Fail

 **ORACLE** Service Cloud

Reference #



Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: null

Status: Fail

 **ORACLE** Service Cloud

Reference #



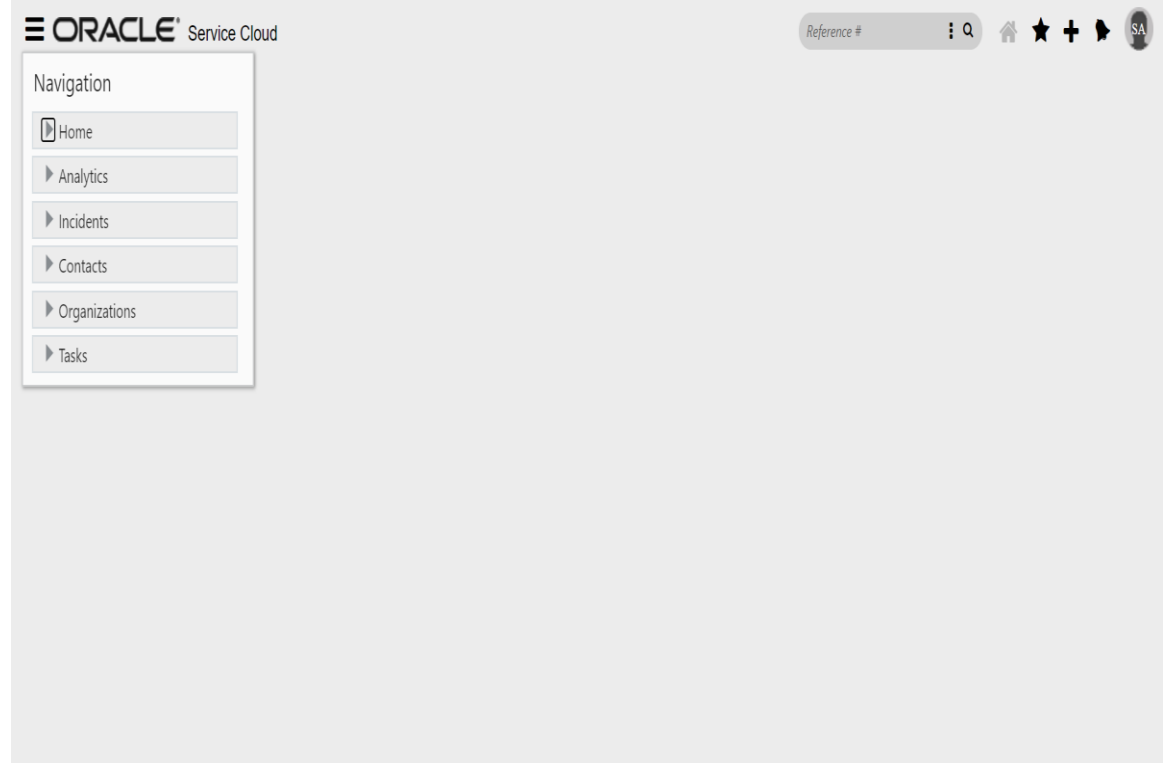
Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: null

Status: Fail



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: null

Status: Fail



Step No:8

Step Description: Incident ID to be captured

Expected Result: Incident ID to be captured

Actual Result: Exception null

Status: Fail

 **ORACLE** Service Cloud

Reference #



Step No:9
Step Description: ClickMessages
Expected Result: ClickMessages
Actual Result: null
Status: Fail
No Screenshot available

Step No:10
Step Description: In the message area, write response text
Expected Result: Enter Response Text
Actual Result: The Element: SetResponse doesn't exist
Status: Fail
No Screenshot available

Step No:11
Step Description: Click on Menu
Expected Result: Click on Menu
Actual Result: null
Status: Fail
No Screenshot available

Step No:12
Step Description: Click Send option
Expected Result: Click Send option
Actual Result: null
Status: Fail
No Screenshot available

Step No:13
Step Description: HardWait Time
Expected Result: HardWait Time
Actual Result: The browser had waited (hard wait) for: 20 seconds
Status: Pass
No Screenshot available

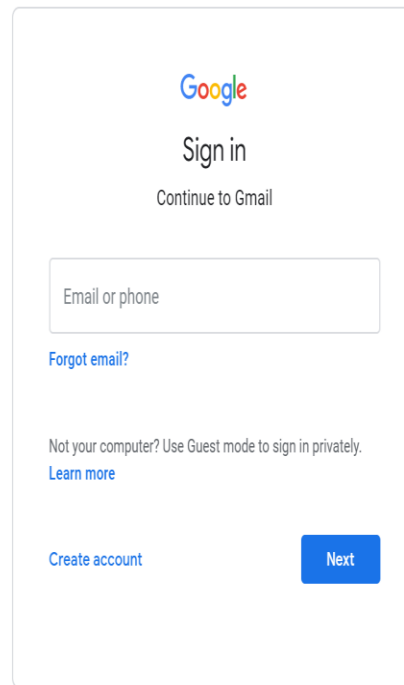
Step No:14

Step Description: Open Gmail Client

Expected Result: Open Gmail Client

Actual Result: The URL: <https://mail.google.com/> is launched in the browser: Chrome successfully

Status: Pass



The screenshot shows the Google Sign-in interface. At the top is the Google logo, followed by the text "Sign in" and "Continue to Gmail". Below this is a text input field labeled "Email or phone". Under the input field is a blue link "Forgot email?". Further down is the text "Not your computer? Use Guest mode to sign in privately." with a blue link "Learn more". At the bottom left is a blue link "Create account", and at the bottom right is a blue button labeled "Next".

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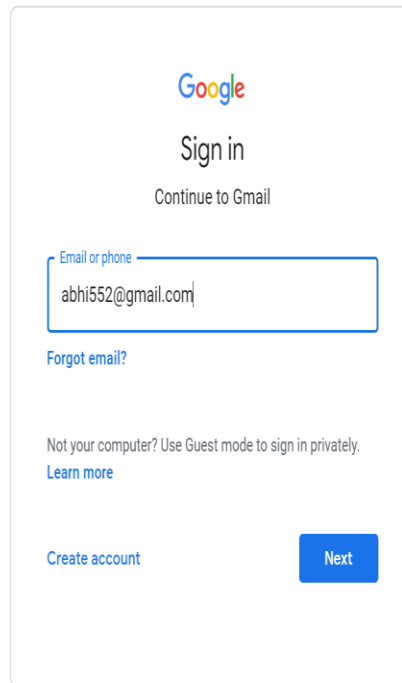
Step No:15

Step Description: Enter Username for Gmail

Expected Result: Enter Username for Gmail

Actual Result: The Element: USERNAME1 is set with text: abhi552@gmail.com

Status: Pass



Google

Sign in

Continue to Gmail

Email or phone

abhi552@gmail.com

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

[Create account](#) [Next](#)

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Step No:16
Step Description: Click on Next in Gmail
Expected Result: Click on Next in Gmail
<p>Actual Result: chrome not reachable (Session info: chrome=84.0.4147.105) Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53' System info: host: 'ANITTALA', ip: '192.168.0.104', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1' Driver info: org.openqa.selenium.chrome.ChromeDriver Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion: 84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b..., userDataDir: C:\Users\ABHIRA~1\AppData\L...}, goog:chromeOptions: {debuggerAddress: localhost:57811}, javascriptEnabled: true, networkConnectionEnabled: false, pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(), setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad: 300000, script: 30000}, unhandledPromptBehavior: dismiss and notify, webauthn:virtualAuthenticators: true} Session ID: 46ccbdcc07cfb21e80a20db0bbd62fa7</p>
Status: Fail
No Screenshot available

Step No:17
Step Description: Enter Password for Gmail
Expected Result: Enter Password for Gmail
Actual Result: The Element: PASSWORD1 doesn't exist
Status: Fail
No Screenshot available

Step No:18
Step Description: Click on Next in Gmail after password
Expected Result: Click on Next in Gmail after password
Actual Result: null
Status: Fail
No Screenshot available

Step No:19
Step Description: wait
Expected Result: wait
<p>Actual Result: chrome not reachable (Session info: chrome=84.0.4147.105) Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53' System info: host: 'ANITTALA', ip: '192.168.0.104', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1' Driver info: org.openqa.selenium.chrome.ChromeDriver Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion: 84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b..., userDataDir: C:\Users\ABHIRA~1\AppData\L..., goog:chromeOptions: {debuggerAddress: localhost:57811}, javascriptEnabled: true, networkConnectionEnabled: false, pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(), setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad: 300000, script: 30000}, unhandledPromptBehavior: dismiss and notify, webauthn:virtualAuthenticators: true}</p> <p>Session ID: 46ccbdcc07cfb21e80a20db0bbd62fa7</p> <p>*** Element info: {Using=xpath, value=//div//div//div//div//div//div//div//div//div//div//div//div[2]//div[1]//table[1]//tbody[1]}</p>
Status: Fail
No Screenshot available

Step No:20
Step Description: Verify The Incident ID in Gamil
Expected Result: Verify The Incident ID in Gamil
Actual Result: null
Status: Fail
No Screenshot available

